

DRAFT RFP Outline
Telecommunications Outsourcing RFP
Draft August 8, 2003

The following DRAFT RFP Outline is provided for information purposes only. The State expects to make changes to this outline as the Telecommunication Outsourcing project progresses. The final RFP and accompanying outline (to be issued by the State Procurement Office) may deviate significantly from the following draft outline. The final RFP is anticipated to be issued in approximately November 2003.

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2. Table of Contents
3. Offer and Acceptance Form
4. Uniform Instructions to Offerors (“UIOs”)
5. Special Instructions to Offerors (“SIO”)
 - a. Offer and Acceptance
 - b. Proposal Format
 - c. Pre-Proposal Conference
 - d. Evaluation Method
 - e. Offeror Qualifications
 - f. [Financial Stability]
 - g. Exceptions to Terms & Conditions
 - h. References
 - i. Key Personnel
 - j. Descriptive Literature
 - k. Subcontractors
 - l. Pricing
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 - o. Contract Award
6. Uniform Terms and Conditions (UTCs)
7. Special Terms and Conditions (STCs)
 - a. Eligible Agencies
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 - c. Contract Term
 - d. Contract Extensions
 - e. Contract Additions
 - f. Pricing Adjustments
 - g. [Ordering]
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- m. Assets and Facilities
- n. Communication
- o. Reporting requirements
- p. Problem escalation procedures
- q. Performance Bond
- r. Liquidated Damages
- s. Compliance with State Enterprise Architecture (EA)
- t. Project Investment Justification (PIJ) Process
- u. Use of Statewide telecommunications contracts for commodity purchasing
- v. Insurance
- 8. Scope of Work
 - a. Executive Summary
 - b. Introduction
 - c. Background and Project Goals
 - d. State of Arizona Organizational Structure
 - e. Current Environment
 - f. State Roadmap and Future Requirements
 - g. Initial Requirements
 - i. Voice Services operated by ATS
 - 1. Existing Customer Base
 - 2. Existing equipment and services
 - 3. Call Center
 - 4. Interactive Voice Response system
 - 5. Voicemail
 - 6. Online State Telephone Directory
 - ii. ATS WAN Services
 - 1. Fiber Ring in Phoenix
 - 2. Fiber LAN in Tucson
 - 3. Edge Routers
 - 4. IP Address Management for State of Arizona
 - iii. Help Desk/Service Desk
 - iv. Billing and Auditing
 - v. Additional Services through Task Order Process (i.e., infrastructure buildout, new customers, new services, etc.)
 - vi. Value Engineering – share in cost savings initiatives
 - vii. Develop Convergence Plan consistent with State Roadmap
 - h. Service Level Agreements (SLAs)
 - i. SLAs for existing Assets and services
 - ii. SLA management and reporting
 - iii. Summary of SLAs
 - iv. Reporting procedures
 - v. Penalties
 - i. Human Resource Issues
 - i. Overview
 - ii. Offers of Employment
 - iii. Employee Transition

- j. Transition Period
 - k. Disaster Recovery Procedures
 - l. Exit Strategy
 - m. Exclusion from scope
- 9. Pricing Schedules
- 10. Questionnaires
 - a. Exceptions to UTCs
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 - d. References
 - e. Key Personnel
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 - g. Compliance with SLAs
- 11. Attachments
 - a. Hardware Inventory
 - b. Compliance with SLAs
 - c. State Network Architecture
 - d. Definitions and glossary
 - e. Cost Data
- 12. Bid Bond Form
- 13. Performance Bond Form
- 14. Certificate of Insurance
- 15. Document End Page